

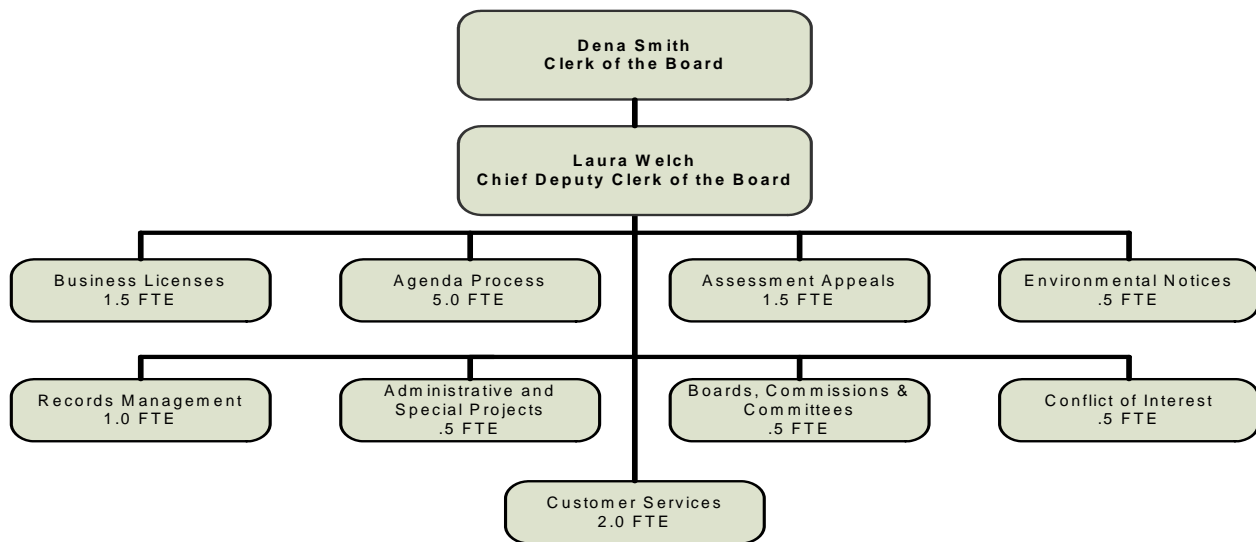
CLERK OF THE BOARD

Dena M. Smith

I. MISSION STATEMENT

In support of the County Board of Supervisors, and in service to the public and fellow county staff, the Clerk of the Board of Supervisors (COB): prepares and maintains records of actions taken by the Board of Supervisors; oversees membership of the county's boards, commissions and committees; licenses businesses operating in the county unincorporated areas; and facilitates the filing and hearing of appeals of assessed property valuations. Our service priorities are timeliness and accuracy. Our service commitments are courtesy and respect.

II. ORGANIZATIONAL CHART



III. DESCRIPTION OF MAJOR SERVICES

The COB coordinates and prepares agendas, minutes, legal notices and related documents for all meetings and hearings of the Board of Supervisors, Redevelopment Agency, County Economic and Community Development Corporation, County Industrial Development Authority, and In-Home Supportive Services Public Authority. The COB also updates the County Code and maintains current and historical records of all ordinances, resolutions, contracts, agreements and other official actions taken by the Board.

This office works with the Board of Supervisors, county departments and non-county agencies to maintain the database of members for more than 240 county advisory boards, commissions and committees (BCCs). Responsibilities include posting of scheduled and unscheduled vacancies and the annual review and recommendation to the Board for the continuation or dissolution (sunset review) of specific BCCs. The COB is secretary to the City Selection Committee, assisting cities with their selection of representatives to serve on regional committees such as Local Agency Formation Commission (LAFCO) and South Coast Air Quality Management District (SCAQMD). This office also maintains the Roster of Public Agencies, which includes information about all the public agencies and governing boards in the county.

Pursuant to state law and county code, the COB maintains financial disclosure (Conflict of Interest of Form 700) documents for specified county officials, school districts, employees and members of the BCCs.

In accordance with State Board of Equalization requirements, the county Assessment Appeals Board hears and adjudicates disputes regarding property valuation. The COB provides staff support for the assessment appeal hearings and serves as the liaison among property owners, the County Assessor and the Assessment Appeals Board.



The County of San Bernardino requires that certain businesses operating within the county unincorporated areas obtain business licenses and the COB receives, processes and issues new and renewal licenses. This office also posts environmental notices and notices of state/local meetings and hearings, receives summonses, complaints, planning appeals, requests for tax refunds, and responds to hundreds of requests for information and documents on behalf of the Board of Supervisors and/or the County of San Bernardino.

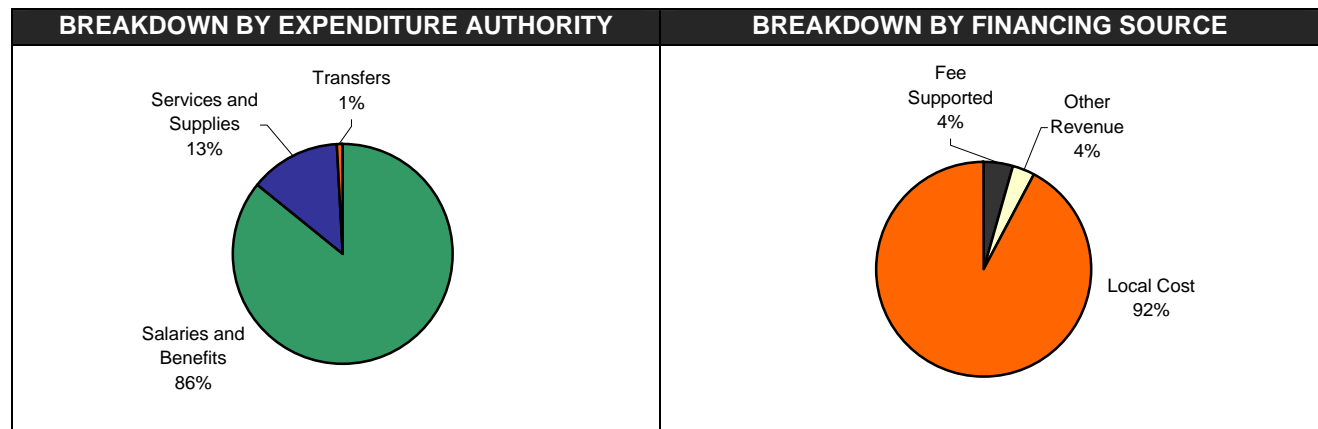
IV. 2005-06 ACCOMPLISHMENTS

- Successfully completed Requests for Proposals for technology projects and began technology upgrades.
- Coordinated implementation and tracking of state-mandated ethics training for the Board of Supervisors and members of the county's Boards, Commissions and Committees.
- Documented and streamlined procedures for business licenses.
- Established ongoing collaboration with Board of Supervisors, County Administrative Office and County Counsel for development and implementation of procedures to improve operations.

V. 2006-07 SUMMARY OF BUDGET UNITS

	2006-07			
	Appropriation	Revenue	Local Cost	Staffing
Clerk of the Board	1,288,039	101,209	1,186,830	15.0

VI. 2006-07 BUDGET



VII. GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: IMPLEMENT TECHNOLOGICAL IMPROVEMENTS TO INCREASE OPERATIONAL EFFICIENCY AND ENHANCE STAFF AND PUBLIC ACCESS TO BOARD OF SUPERVISORS AGENDA AND RELATED INFORMATION

Objective A: Reduction in the amount of time needed to prepare and process the Board of Supervisors agenda and related items.

Objective B: Provide public access via the internet to live and archived videos of Board of Supervisors meetings.



MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
1A. Percentage reduction of staff time required to process agenda and related transactions (30 minutes per item in 2006-07).	N/A	5%	0%	5%
1A. Percentage of items with "turnaround" time within 10 working days for post-meeting processing/department receipt of completed agenda items	NEW	NEW	NEW	75%

Status

One stated objective for 2006-07 was to decrease staff time required for processing of the agenda and related transactions. However, the only historical performance measurement data for the department were related to the volume of items and not processing times. Therefore in 2006-07 the department is identifying and collecting baseline efficiency measures (average amount of staff time required to process various types of transactions). This data will be critical in evaluating the impact and effectiveness of procedural and technology improvements planned for implementation in 2007-08. Along this line, the department will be working towards the establishment of a customer service standard for "turnaround time" on Board transactions. Anecdotal information from departments is that items had been taking 2-4 weeks to be received. The department's objective will be to have 75% of items processed and back to the departments within one to two weeks of the Board of Supervisors meeting. Once attained, this service commitment should lead to a reduction in the number of "rush" requests receive from the departments.

GOAL 2: IMPROVE BUSINESS LICENSE PROCESSES AND PROCEDURES

Objective A: Work with Land Use Services on the use of the permit system for tracking and processing of business licenses.

Objective B: Establish and maintain inter-departmental review of business license processes and procedures.

Objective C: Improve compliance with business licensing requirements.

MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
2A. Percentage reduction of turnaround time for processing of new and renewal business licenses (6 weeks in 2005-06).	N/A	15%	15%	20%
2B. Percentage of business license processes and procedures reviewed.	N/A	50%	100%	N/A
2C. Percentage of business in unincorporated areas that are licensed.	NEW	NEW	18%	35%

Status

Another stated objective for 2006-07 was to decrease processing time for business license applications. For this business line, there was no mechanism for monitoring volume or efficiency data. By reviewing and updating business license processes and procedures (internal COB procedures as well as those in place for the other departments involved in the issuing of permits for businesses in the unincorporated areas of the county) the department was able to identify ways to streamline and improve the licensing process. As a result, the average processing time has been reduced from more than 6 weeks down to 5 weeks. Although the department has not yet moved on to the Land Use Services permitting system, a basic business license database has been established which tracks the numbers and types of license applications received and processed. This has also provided baseline data related to compliance with licensing requirements (i.e. identifying businesses operating without a license or with an expired license). This has led to the establishment of a new objective (2C) related to improving compliance with licensing requirements.



VIII. 2006-07 APPROVED ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS)

Policy Item 1: The department received \$53,306 in ongoing funding to maintain clerical support for the preparation and processing of the Board of Supervisors Agenda, maintenance of the County Code and research/responses related to Public Records Act requests.

Status

This approved policy item maintained the status quo for COB staffing and was not related to specific operational improvements.

IX. 2007-08 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS)

The department is not requesting any additional general fund financing for 2007-08.

X. 2007-08 PROPOSED FEE ADJUSTMENTS

DESCRIPTION OF FEE REQUEST	SERVICE IMPACTS
1. Business License Fee increase: The COB is requesting that business license fees be increased by approximately 3% across the board. We are seeking an additional \$10 fee increase for licenses that require a photo of the licensee as this photo will now be taken and processed by the COB	The requested adjustments will allow the department to recover increased costs for staff time related to processing of business licenses as well as equipment and staff costs related to the new photo procedure.
2. Documentary Handling Fee increase from \$35.00 to \$50.00 for California Environmental Quality Act (CEQA) filings to the State Department of Fish and Game.	This fee increase is being implemented pursuant to Senate Bill 1535 which established a new rate for the handling of Notices of Exemption and Notices of Determination.

If there are questions about this business plan, please contact Dena M. Smith, Clerk of the Board of Supervisors at (909) 387-3848.

